



**The City of San Diego
Development Services**



InspectionLine

The Easy Way To Schedule Your Inspection

**Use Our Automated Phone Line
From 7 a.m. to 10 p.m. Every Day: 581-7111**

Now on-line is the City of San Diego's InspectionLine, the fastest, easiest way to schedule a construction inspection.

Available from 7 a.m. to 10 p.m. every day (Saturdays, Sundays and Holidays too!), InspectionLine allows you to:

- Schedule an inspection up to five days in advance
- Get the inspector's name and phone number
- Leave the inspector a voice message, if necessary

And

- After the inspection is completed, you can call in on the same line and obtain the inspection result.

If you have any problems, the system will transfer you to an operator,

who is there to help you from 7 a.m. to 5 p.m. Monday through Friday.

Remember, the InspectionLine is available from 7 a.m. to 10 p.m., seven days a week. When you request an activity, such as scheduling an inspection, simply follow the instructions given in the spoken prompts.

Once you become familiar with the system, you can interrupt most prompts by pressing the desired keys.

If you need assistance and are calling during normal business hours just press **0** for an operator.

The InspectionLine provides a new and improved level of customer service. We invite you to use it for your next inspection request.

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This publication is available in alternative format for persons with disabilities.

To request this document in alternative format, call (619) 236-7703 or (800) 735-2929 (TT).

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Here's how to use InspectionLine

- First, dial **581-7111**.
- After InspectionLine answers, punch **7** to let the system know you have a touchtone phone.

If you don't have a touchtone phone, just stay on the line and you'll be connected with an operator if you're calling between 7 a.m. and 5 p.m. Services are only available from 7 a.m. to 5 p.m. for those without touchtone phones.

- Next, you will be asked to select the service you want. You'll hear the following:

To schedule an inspection Press **1**

To cancel an inspection Press **2**

To check the result of a completed inspection, Press **3**

For more information on how to use the system, press **9**

For operator assistance during regular office hours, press **0**

You can press ahead

If you know the number for the services you want, you can enter it at any time during the message. For instance, if you call to schedule an inspection, you can enter **7** and **1** as soon as InspectionLine answers. You'll immediately be asked to enter your permit number. You can "press ahead" at most points in the system.

To Schedule an inspection

- Select **1** to schedule an inspection.
- You'll then be asked to enter the numeric portion of your permit number, followed by **7**. Ignore the letter at the beginning of your permit and the dash before the last two numbers.
- To confirm your entry, the system will speak the permit number, type of permit, the street number and then spell the street name.

For example, "Permit Number C300123-95 is a combination permit for work at 1234 H O M E Ave." This lets you confirm that the correct permit has been accessed. Press **1** to confirm the entry any time after the spelling of the street name begins.

- Next, you will be asked what type of inspection you want. Use the two-digit code to schedule services. If you don't know the two-digit code, press **9**. InspectionLine will read you a list of the

inspections available for that type of permit. Then, enter the two-digit inspection code.

- You will hear, "Your inspection has been scheduled for..." followed by the day and date of the inspection: for example, "Monday, April 3, 1996." This will be the next working day.

You can confirm this date or select a different date up to five working days in advance.

Please note that you cannot schedule an inspection for the day you call; at least one day's notice is required.

After you have confirmed the date, InspectionLine schedules the inspection. You'll hear "Your Inspection has been scheduled for..." followed by the day and date. If, for some reason, the inspection cannot be scheduled, you'll either be transferred to an operator or be asked to call back during working hours.

Completing your call

- After your inspection is confirmed, you can hang up, press **2** to get the inspector's name and telephone number. You can also press **1** to record a brief message for the inspector with any special instructions such as, "Please inspect the drop ceiling in the northwest corner of the second floor."

If you need to schedule an appointment for the inspection, call the inspector between 7:15 and 7:45 a.m. on the day of the inspection.

To Cancel An Inspection

- To cancel an inspection, press **2** from the **Main Menu** and enter your permit number. The system will speak permit number, permit type, street number and spell the address for confirmation. After confirmation, InspectionLine will speak the date that the inspection was scheduled for, then ask you to cancel or keep it.

Please note that you cannot cancel an inspection scheduled for the day you are calling through InspectionLine; you'll need to press **0** from 7 a.m. to 5 p.m. Monday through Friday.

To check the result of an inspection

- To check if your inspection passed or failed, press **3** from the **Main Menu** and enter your permit number. The system will speak the inspection date and the pass/fail status. If the inspector recorded any comments, you will hear those as well.

InspectionLine is designed to quickly and efficiently handle typical inspection requests. If you have an unusual request, press **0** during the hours of 7 a.m. to 5 p.m. and let our operators assist you.

Inspection Codes

TO SCHEDULE CALL 581-7111

Combination-Type Permits

Underground	10
Foundation	20
Public Improvements (Standard)	40
Framing and Rough	50
Floor Area/Building Height	60
Insulation	70
Lath and Drywall	80
Final	90

Electrical-Type Permits

Underground	10
Rough	40
Final	90

Mechanical-Type Permits

Underground	10
Rough	40
Final	90

Plumbing-Type Permits

Underground	10
Rough	40
Final	90

Structural-Type Permits

Foundation	20
Framing	30
Floor Area	50
Building Height	60
Insulation	70
Lath and Drywall	80
Final	90

**The FASTEST way to
schedule an inspection:
Dial 581-7111
After InspectionLine
answers, dial**

1

then your permit number.

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